From: Liccardo, Sam
Sent: Thursday, March 7, 2019 1:37 PM
To: Santosham, Shireen <Shireen.Santosham@sanjoseca.gov>
Cc: Hadnot, Rhonda <rhonda.hadnot@sanjoseca.gov>; Riddle, Melinda <Melinda.Riddle@sanjoseca.gov>; Opsal, Shelley <shelley.opsal@sanjoseca.gov>; Wu, Carolyn <Qiaojie.Wu@sanjoseca.gov>
Subject: Re: Notes for the Smart City Committee

Thanks Shireen, and Carolyn!
Sam

Sent from my iPad

On Mar 6, 2019, at 10:41 AM, Santosham, Shireen <Shireen.Santosham@sanjoseca.gov> wrote:

> Hi All,
>
> Here are the notes for Thursday's Smart City Committee. I won't be here, so Carolyn is covering for our team.
>
> Thanks,
> Shireen

Notes for Smart Cities Committee Meeting March 7, 2019

1. Smart City Roadmap

Team: Civic Innovation & Digital Strategy

Thank yous: Kip Harkness (CMO), Dolan Beckel (CMO), Rajani Nair (CMO)

Notes: The presentation includes two parts

   1) Big Rock project status and deep dive into the red ones

- **More than 50% projects are at risk (red) or having issues (yellow)**
- **4 out of the 6 red projects are two years behind schedule**

2) A list of Small Wonder projects in execution

- **No new projects since last fall - CMO tends to wait until the Innovator Academy (to create more staff capacity) kicks off in Sep. But at least the scoping of potential new Small Wonder projects can start now**
- **Future Small Wonder projects need to be more structured. The backlog projects (presented last month) are just a list of random pitches CMO and MO have received**
- **CMO has asked for a Small Wonder Project manager in the budget, unclear if they will get this resource**

Questions/comments

- **(P6) Thanks for reporting the red status, but it's also very useful to update the committee about the yellow ones. The red ones are usually delayed for 1-2 years. We would like to be informed early enough and prevent future severe delays. This also seems quite structural. What do we need to change as an organization to keep these projects on track from the start?**

- **(P12) To make the Small Wonder pipeline more structured, is there a we we can have one key topic/challenge per theme in our roadmap to solicit small project ideas (i.e., one challenge around public safety, sustainability, inclusivity, etc.)?**

  - **For example, for the Smart Mobility theme in the roadmap, the challenge for Small Wonders could be tech solution/high accuracy geo-fencing for e-scooters to help bolster existing efforts in that area**

- **(P12) I have seen these Small Wonder projects since last fall, when will we start to execute new projects? Will we not start to scope and implement new projects until Innovator Academy begins in Sep?**

- **Make sure to solicit small wonder ideas from city dept staff and consult their opinion when prioritizing projects**

- **(P12) Community WiFi and Educational Performance for Access Eastside should be a Big Rock, not Small Wonder (note: there was an info memo issued on this item with a go forward plan that ESUHSD has agreed to, so I think this project is back on track)**

2. Public Engagement through Data Stories

Team: IT, DOT, Civic Innovation & Digital Strategy

Thank yous: Rob Lloyd (ITD), Arti Tangri (ITD), Jill North (DOT), Avi Yotam (PRNS), Albert Gehami (PRNS), Herman Chandi, Mark Masongsong, Julian Refour Tannebaum (Urban Logiq Team)

Notes: The Open Data Approach of Public Engagement through Data Stories has three components: developing the *technology*, investing in the *people* and building out the *processes* to drive communicate about how we use data to have a smarter

San Jose/to build a San Jose of the future. Some examples currently ongoing are:

1. Service prioritization in PRNS for MGPTF

1. Visualizing existing Transportation data with UrbanLogiq

   Questions/comments

- In terms of the City Open Data Environment (CODE), how are we thinking of training and capacity building for city staff employees that will be working with data/data analytics on a regular basis?

- How are we thinking about issues of bias in our data sources and potential algorithmic discrimination when it comes to data analytics in Machine Learning/AI? Are we addressing this in our privacy policy

- How are we thinking about how to explain the outputs of any predictive algorithms we might utilize to the public, especially when those might be managed by a third party, who might not be able to reveal the algorithm for proprietary reasons?

- The UrbanLogiq project seems really cutting-edge - is San Jose the first city to pilot the platform? (Some US cities and London are interested in developing the platform after learning about the San Jose pilot) What is the plan to sustain and expand the project?

3. Digital Services Strategy

Team: Civic Innovation & Digital Strategy

Thank yous: Michelle Tong (CMO)

Notes: This is an overview of San José's emerging Digital Services strategy. MySanJose is the tip of the iceberg for the range of services that the city provides -- we need to plan for the rest of the "iceberg"

- We are piloting a central digital services team with capabilities and titles that are foreign to government (user Experience Design, content design, product management)
- Part of building trust with our community is to communicate, set expectations and deliver on digital services

   Questions/comments

- How are we thinking about scaling the human capacity of making services easier to use? For example, with MySJ getting many more requests than staff might handle because it's so easier to report? Or for ESD, if there is a sudden spike in requests for Junk pick-up that is difficult to have the staff capacity to manage?

- The metrics for the strategy is missing. What are our goals and how do we define success?

- **Does it make sense to outsource any of this process to move faster?**